PERMIT SOFTWARE SUPPORT SPECIALIST

GRADE: 18   **FLSA: NON-EXEMPT**

CHARACTERISTICS OF CLASS:

The Permit Software Support Specialist performs intermediate technical and administrative work in the Community Planning and Development Service Department. The work requires considerable experience to train users in the City's permitting system (currently Permit*Plan by Tidemark Advantage), troubleshoot and coordinate the repair of computer equipment, and resolve software/hardware problems with the Information and Technology Department. The work requires proactive approach with outside and inside contacts to carry out organization programs and to explain specialized matters or occasional contact with officials at higher levels on matters requiring cooperation, explanation and persuasion. Physical demands are limited and the job requires considerable mental effort and stress. The work is broad by nature and scope, is subject to functional policies and goals under general managerial direction.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Performs Systems Administrator functions of permit system applications for all end-users, and serves as liaison between permit system users and the city's Information and Technology Department.

- Evaluates, designs, and creates new case types and reports, and modifies existing case types and reports, using Case Designer and Crystal Reports software.
- Maintains security information for permit system end users and creates, modifies, and deletes user accounts in the permit system.
- Identifies end-user training requirements, and conducts training of new and existing users to ensure all permit system users effectively learn and use the software to optimize their workflow. Works closely with permit system users to understand, analyze and develop new business processes to ensure efficient procedures are in place.
- Assists the Information and Technology Department in evaluating necessary upgrades to the permit system, installing periodic upgrades on user desktops, and performing related maintenance and diagnostics on the system.
- Integrates fee structure changes within the permit system, and maintains and monitors fee calculations to ensure accuracy.
- Performs quality checks for the accuracy and absence of permit system information across a wide variety of case types.
- Creates complex reports for multiple departments to track service demand levels, workload measures, and performance standards.
- Establishes work priorities and office procedures and coordinates efforts to ensure workflow throughout the division and to meet deadlines.
- Assists the department in document management practices, including coordination with 3rd party vendors to scan construction plans and documents for electronic storage, and ensures the proper maintenance of electronic department records within the document management system.
- Assists the department in managing web site updates and enhancements.
- Assists in coordinating the use of permit system data in the city's geographic information system (GIS), and assists with maintenance of datasets used in the GIS system.
- Assists in preparation of division budget.
- Ensures confidentiality or records and correspondence and maintains filing system for permits, property records, and personnel information.
- Assists in overseeing division budget accounting lines, prepares and tracks purchase requisitions, purchase orders, and petty cash disbursement.
- May prepare text, letters, memos, report, etc. and conducts file searches for clients both inside and outside the organization.
- May perform and coordinate a variety of routine and special Department services and projects as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to graduation from a four year accredited college with course work in business administration, computer

technical or computer science and four years of experience in computer systems support. Some experience in teaching/training and troubleshooting preferred.

Preferred Knowledge, Skills and Abilities:

- Knowledge of municipal plan review and permitting processes and systems.
- Knowledge of electronic document management practices and systems.
- Knowledge of agency-wide Enterprise Resource Planning (ERP) systems.
- Knowledge of or ability to rapidly acquire knowledge of City government procedures, and of the relationships between various city departments.
- Knowledge of methods, principles and techniques associated with research, data collection and report preparation.
- Knowledge of or ability to rapidly acquire knowledge of the city's budget preparation process.
- Knowledge of and advance skill in the use of office equipment.
- Ability to work at an advanced stage with permitting system software, relational databases, Access, Crystal Reports, and Excel
- Ability to work with, teach, and support individuals at all levels in training situations and in the work environment.
- Ability to follow and understand new developments and to be able to explain concepts clearly in writing and orally.
- Ability to analyze software and hardware equipment problems and provide solutions so that computer user remains at optimal level.
- Ability to establish and maintain effective working relationships with representatives or various government and private organizations, employees and the general public.